

Changing the culture of Arizona state government from the ground up



Identifying
opportunities for
improvement



Engaging
stakeholders



Setting clear and
measurable goals



Holding one another
accountable

**Government
at the
Speed of Business**

The Arizona Management System (AMS) provides the methods and tools to drive continuous improvement in our work because every state agency has a vital mission.

- 21st Century Education
- Strong, Innovative Economy
- Healthy People, Places & Resources
- Safe Communities
- Efficient & Accountable Government



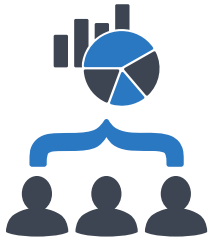
ARIZONA
ams.az.gov



**ARIZONA
MANAGEMENT
SYSTEM**

Improving how state
government works to better
serve Arizonans.

WHAT IS THE ARIZONA MANAGEMENT SYSTEM?



The Arizona Management System (AMS) is a results-driven approach that is transforming the way our state government operates. AMS is based on principles of Lean management, a

proven people-centered system that focuses on customer service, continuous improvement, and engaged employees to improve productivity, quality, and service for Arizonans.

OUR METHODS

Improving Arizona with measurable results.

- **Visual Performance Management**
- **Disciplined Problem Solving**
- **Empowering Strong Leaders**

ACHIEVING STATEWIDE SUCCESS THROUGH AMS



Solving the Opioid Epidemic

After Governor Ducey declared the opioid crisis a public health emergency in June 5, 2017, the Arizona Opioid Epidemic Act, was signed into law on January 26, 2018 aimed at combating the opioid epidemic and save lives.



Reducing Recidivism

In 2017, recidivism decreased by 10 percent, the prison population went down by 1,175 inmates, and 725 inmates successfully completed programs at second chance centers.



Decreasing Wait Times at the Motor Vehicle Division (MVD)

In 2017, the Arizona Department of Transportation (ADOT) reduced customer experience times below 30 minutes. Reduced wait times at the MVD saved Arizona customers 1.3 million hours.



Creating Safer Foster Care

In 2017, the Department of Child Safety (DCS) reduced inactive case backlog from 16,200 to 178, resulting in improved quality and care for Arizona's children in need.



Moving State Services Online

The Department of Environmental Quality (DEQ) now offers 25 percent of their services online. Moving services online has enabled DEQ to learn of problems in a matter of two days as opposed to two months.



Cutting Red Tape

In 2017, the state eliminated 676 regulatory burdens and saved Arizona businesses over \$48 million in lost productivity without costing the general fund a dime.



Reducing Fleet Numbers

In 2017, the Arizona Fleet Council reduced fleet size, state travel, and personal vehicle reimbursement throughout state agencies which resulted in over \$3 million in hard savings and \$31 million in cost avoidance.



Decreasing Burdensome Fees

In 2017, the state saved over \$6.3 million for customers through reduced fees at the Department of Environmental Quality and Industrial Commission of Arizona alone.